



## **STATE OF COLORADO**

### **CLASS SERIES DESCRIPTION**

**November 1, 2001**

#### **LIBRARY TECHNICIAN**

G3C2TX TO G3C4XX

#### **DESCRIPTION OF OCCUPATIONAL WORK**

This class series uses three levels in the Administrative Support and Related Occupational Group and describes support work in receiving and preparing library materials for circulation to patrons, creating and maintaining records of library holdings, and providing information to patrons. The use of computerized library systems and databases may be required. The positions in this series range from those performing basic library support activities to those supervising a work unit.

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#### **LIBRARY TECHNICIAN I**

G3C2TX

#### **CONCEPT OF CLASS**

This class describes the fully-operational library technician. Positions in this level provide a variety of library support work including any combination of the following activities: completing and processing the forms to order books, subscriptions, or bindery services; checking-in and verifying the receipt of new materials; selecting, downloading, and verifying bibliographic records from national and local databases; updating existing computer records; preparing materials for circulation by stamping identification marks on materials and attaching labels, security tags, and card jackets; sorting and shelving materials according to call numbers; issuing library cards; checking materials out and in; generating overdue notices and fine statements; providing directional and general information to patrons and helping patrons locate material; responding to requests to borrow or lend materials from other libraries; assembling loose periodicals and serials for binding and verifying that bound volumes meet work order instructions; repairing damaged library materials; processing materials to be placed on reserve; and, keeping records of services provided or contacts with patrons.

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#### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the computer systems, catalog and classification standards, subject headings, and processing and record keeping operations, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, positions follow standard processes and procedures in ordering and checking-in new materials, copy cataloging and correcting bibliographic records, preparing materials for circulation, loaning or borrowing material from other libraries, shelving, assembling materials for binding, etc. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions determine whether a missing issue of a periodical is due to an error, cancellation, change in title, etc., and then apply the correct procedure to obtain the missing issue such as generating a claim notice to the vendor or referring the problem to a higher level. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

**Complexity** -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines, which cover work situations and alternatives. For example, some of the guidelines available include library processes, unit operating procedures, catalog and classification standards, computer systems and entry screens, forms, filing and coding schemes, deadlines and schedules, fine schedules, and specific written and verbal instructions. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. For example, positions in this class use processes, apply guidelines, and solve problems that are stated and defined. In many cases, the proper action is dictated by the task itself, such as providing assistance to a patron of the operation of equipment. Any alternatives to choose from are clearly right or wrong at each step. For example, the sequence of processing steps depends on the needed action, exceptions granted are within clear and established alternatives, and directional information provided to a patron is based on the type of request. While positions in this class perform work that involves multiple steps in a process, each step must be performed correctly or the process and its result will be inaccurate.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions explain the location of materials, the use of general reference tools and equipment, and library policies, rules, and fines to patrons.

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**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

## **LIBRARY TECHNICIAN II**

G3C3XX

### **CONCEPT OF CLASS**

This class describes the second level library technician. While the types of duties are similar to those performed by a Library Technician I, the complexity of the work is different. The systems, operations, and processes are still established and defined but allow more flexibility and latitude in adapting practical approaches for various situations. Not all circumstances are covered by established guidelines so positions must use judgment in devising solutions and alternatives. The work at this level includes determining priorities, solving problems affecting the accurate processing of materials or transactions, recommending procedure changes to remedy processing problems, determining work methods and priorities for others, and making exceptions to policies, procedures, and fees. This class also includes the work leader or working unit supervisor who participates in the same work as others in the unit and operates under the same established procedures and set deadlines or schedules. The only difference is the performance of supervisory elements, such as training, assigning and reviewing work, and scheduling. This class differs from the Library Technician I on Complexity, and possibly Purpose of Contact and Line/Staff Authority.

### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

**Decision Making** -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the computer systems, catalog and classification standards, subject headings, and processing and record keeping operations, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, positions make choices as to the priority of multiple tasks, what procedure is used for each task, and the methods for organizing work. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, positions follow standard processes and procedures in ordering and checking-in new materials, copy cataloging bibliographic records, preparing materials for circulation, loaning or borrowing material from other libraries, shelving and assembling material for binding, etc. Choices made relate to how individual items are processed and what steps are taken to resolve problems encountered during processing. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions determine whether a missing issue of a periodical is due to an error, cancellation, change in title,

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etc., and then apply the correct procedure to obtain the missing issue such as generating a claim notice to the vendor. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation. For example, positions may make exceptions to policies or procedures but acceptable alternatives are established and the selection of an option does not change the operation itself.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study bibliographic, circulation, and holdings information to determine what it means and how it fits together in order to get practical solutions in the form of accurate bibliographic records and materials that are accessible to patrons. Guidelines in the form of agency cataloging standards, library processes and procedures, computer system manuals and formats, publication filing instructions, and written or verbal instructions exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines, which may change for varying circumstances as the task is repeated. For example, using cataloging, classification, and subject heading guidelines, positions determine how to convert materials from manual to on-line systems or select the reference aids that best suit a patron's needs. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, positions select the correct bibliographic record from several describing the same item, the appropriate call number and subject heading for an item, the process used for changing a serial title, the information sources used to provide reference information to a patron, the method used to bind serials where issues are missing, etc.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of either of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions explain the location of materials; the use of reference tools and equipment; and library policies, rules, and fines to patrons.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions probe for information where the nature or cause of a problem is unclear initially so the solution and available options are not obvious. This includes conducting reference interviews with patrons, resolving problems with vendors or investigating a patron's complaint in order to clear fines or charges.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as an individual contributor, work leader, or working unit supervisor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

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#### **OR**

This class also includes positions whose direct field of influence on the organization is as a work leader or working unit supervisor. The only difference between a work leader or working unit supervisor and non-supervisory positions is the responsibility for the elements defined in this factor only. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions, including signing leave requests and approving work hours.

#### **OR**

The working unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

### **LIBRARY TECHNICIAN III**

**G3C4XX**

#### **CONCEPT OF CLASS**

This class describes the highest-level library technician. The work at this level requires the application of the elementary principles and practices of library science. Positions are either responsible for a branch library or work unit in a central library, or are responsible for a technical function as an assistant to a professional librarian. The work must include the authority to design and implement, without prior approval, the administrative operations to accomplish the work of the branch, unit, or function. The work includes deciding what operations will be performed and how they will be implemented; creating and revising procedures and writing, updating, and revising procedure manuals; planning, scheduling, and assigning work projects; developing work standards and monitoring work quality and flow; monitoring and authorizing the expenditure of unit operating funds; solving problems affecting the operations and standards of the unit; and authorizing exceptions to library policies and procedures. This class includes positions having work leader or supervisory responsibility for a staff of lower level library technicians. This class differs from the Library Technician II on Decision Making and possibly Purpose of Contact and Line/Staff Authority.

#### **FACTORS**

**Allocation must be based on meeting all of the four factors as described below.**

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**Decision Making** -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. For example, positions are responsible for recognizing, identifying, and solving problems that affect the operations of the work unit, which includes developing, revising, and implementing procedures. As another example, positions determine what classification and catalog numbers are assigned to newly acquired material or determine which references are consulted to obtain information for a reference inquiry. Positions in this class design and revise operations, write and revise procedures manuals, establish processing goals and work standards, recommend staffing levels or budget needs, and make individual work assignments for unit staff. The operations devised by positions in this level do not require prior approval and are typically used by others in the work unit. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. For example, positions consider unit goals when planning the resources needed and priorities for projects, reorganization of collections or work areas, implementation of new systems or equipment, etc. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

**Complexity** -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study bibliographic, circulation, and holdings information to determine what it means and how it fits together in order to get practical solutions in the form of procedures, work or project plans, and exceptions or alternatives to standards. Guidelines in the form of agency cataloging and classification standards, library processes, computer system manuals and formats, rules, regulations, and policies exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines, which may change for varying circumstances as the task is repeated. For example, using cataloging, classification, and subject heading guidelines, positions determine what changes and edits are made to bibliographic records so that materials are described according to library standards. As another example, establishing exceptions or options to fine schedules, circulation guidelines, or reserve parameters is dependent on the circumstances encountered. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, positions in this level modify work plans, schedules, standards, and priorities to adjust for unforeseen situations. As another example, when providing reference services, positions use judgment in determining what information sources are used in creating subject bibliographies for patrons.

**Purpose of Contact** -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions explain the location of materials, use of references tools and equipment, or library policies, rules, and fines to patrons; or explain cataloging rules and procedures to other library work units.

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Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions probe for information where the nature or cause of a problem is unclear initially so the solution and available options are not obvious. This includes conducting reference interviews with patrons, resolving problems with vendors or investigating a patron's complaint in order to clear fines or charges.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions and behaviors. For example, positions probe for information where needs, issues, and results are not readily apparent and defined or standard policy, procedure, and options do not meet needs or resolve complaints. Another example is a position that contacts outside work units in order to gain cooperation or influence them to change their processing steps which impacts the efficiency and accuracy of the position's work.

**Line/Staff Authority** -- The direct field of influence the work of a position has on the organization is as either an individual contributor, work leader, unit supervisor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

**OR**

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours.

**OR**

The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

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### **ENTRANCE REQUIREMENTS**

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel & Administration web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

### **CLASS SERIES HISTORY**

Effective 7/1/02 (JEM). Change pay grades for Library Technician I and II (G3C2-3). Published as proposed 9/17/01.

Effective 11/1/2001 (JEM). Abolish vacant Library Technician Intern class (G3C1). Modify Description of Occupational Work for G3C2-4. Published as proposed 9/17/01.

Effective 9/1/93 (LLB). Job Evaluation System Revision project. Published as proposed 6/1/93.

Created 1/1/75. Library Assistant A, B, II (A0141, A0142, A0144) and Library Technician (A0146).

### **SUMMARY OF FACTOR RATINGS**

<b>Class Level</b>	<b>Decision Making</b>	<b>Complexity</b>	<b>Purpose of Contact</b>	<b>Line/Staff Authority</b>
Library Technician I	Defined	Prescribed	Exchange	Indiv. Contributor
Library Technician II	Defined	Patterned	Exchange or Detect	Indiv. Contributor, Work Leader, or Unit Supervisor
Library Technician III	Operational	Patterned	Exchange, Detect, or Advise	Indiv. Contributor, Work Leader, or Unit Supervisor

Issuing Authority: Colorado Department of Personnel & Administration